

YO999-349

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re patent application of

Mei et al.

Serial No.: 09/421,363

Filing Date: October 19, 1999



Group Art Unit: 2744

Examiner: Unknown

For: SYSTEM AND METHOD FOR PERSONALIZING DIALOGUE MENU FOR AN
INTERACTIVE VOICE RESPONSE SYSTEM

Assistant Commissioner of Patents
Washington, D.C. 20231

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SUBMISSION OF FORMAL DRAWINGS

Sir:

Submitted herewith are four (4) sheets of formal drawings comprising figures 1 - 9 for the above-identified patent application. Please substitute these formal drawings for the drawings which were filed with the application.

Respectfully submitted,

A handwritten signature in black ink that reads "Sean M. McGinn".

Sean M. McGinn

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